

ACS Employee Newsletter

June 16, 2000

Volume 3, Issue 6

NACA Report By Ed Boks

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As of this writing I just returned from my first National Animal Control Association (NACA) Board of Directors' Meeting held in Indianapolis. The Board Meeting coincided with NACA's annual Training Conference.

It was very gratifying to represent ACS at this important event. I was able to share many of the things we're doing here, as well as learn what other communities are doing.

Many topics were discussed, not the least of which was NACA's support of PETS911's efforts as it rolls out nationally to provide a whole host of important public services free of charge to animal control agencies

and our constituents.

As you know, PETS911 is a free public service program designed and developed right here in Maricopa County. Over 3,500 organizations have signed up to participate since the program went national earlier this year and several animal control agencies signed up at this year's NACA Conference.

Agency representatives were wildly enthusiastic about PETS911, especially as it was compared to other programs.

I am pleased to report I was able to make some strong connections with several local and national organizations around the country. Stephen Zawistowski and Julie Morris with ASPCA in New York are willing to help us on

several issues including the design of our new shelters. I also met with Karen Medicus, Executive Director of the Austin Texas SPCA/Humane Society. Karen has a keen understanding of the powerful partnership that should exist between a community's humane organizations and animal control agencies as they attempt to create no-kill communities.

NACA is seriously considering holding their 2002 Conference in either the Phoenix or Scottsdale area. I will certainly continue to lobby for that. The 2001 Conference will be in Daytona Beach, Florida. I'll be sharing more about this year's Conference as the opportunities present themselves. ♦

Another PETS911 Happy Tale...

Here's another letter of gratitude for the PETS911 program...

This website works!!

Our dog Bailey got out Saturday morning and disappeared! We looked everywhere for him day and night. When we couldn't find him by night we thought that maybe he had been picked up as he is very friendly.

Sunday morning we began

the calls to different organizations who were very helpful and fast. At the last minute before getting on bikes to go look for Bailey, we tried this website and found 2 matches. The second was Bailey!!! He was only a few blocks from home.

Our sincere thanks to the mom and daughter, and her friend who took care of him. We were prepared

for the worst. We never thought that finding him over the internet would be so EASY!

We hope others have the same luck as us. Keep up the good work! It's hard to lose a great friend!

Ty & Meeja
Tempe, AZ

You can access PETS911 at www.1888pets911.org or by calling 1-888-pets-911. ♦

**ACS
To Be
Featured
on
UPN
Channel 45
Phoenix Files
on
Saturday
7 A.M. - 8 A.M.
June 17th**

*"You are all
such great
representatives
for
Maricopa County
and the
State of Arizona."*
Marni

ACS Featured in Best Friends Magazine

I finally got around to reading my latest edition of "**Best Friends**" magazine last night, and lo and behold there is a picture of Ed Boks and a very nice quote.

You are all such great representatives for Maricopa County and the State of Arizona.

I could be wrong, but I don't think the general population has any idea of the great work you are doing, and the many programs you are implementing to save ani-

mals.

Do you have an official PR staff responsible for getting the word out? Does Maricopa County have funding for it? The reason I ask is, all of the positive things you are doing could be greatly multiplied if people knew more about them, and how they could help.

If it would be of any benefit to you, we would certainly publish anything you want in our newsletter, and our website, and would gladly

distribute flyers/brochures during our adoption days (Sat & Sun).

It may be small potatoes to you, but it's one way to influence "grassroots" public opinion. Perhaps some of the other rescues you work with would also help with publicity. It's one way to get some positive PR very cost-effectively. Just an idea.

Have a great day,
Marni, Noah's Ark ♦

Kudos to Rick Crankshaw et al...

By Martha Bern

Rick, I received an e-mail from a grateful citizen who wanted to compliment "two officers" for coming to his family's assistance so quickly.

On his way to work he noticed a "big, growling Rottweiler" on a long chain which was stuck around his wife's rose bushes. When he got to work, he called ACS at approximately 8:00 a.m. and by 8:30, two ACOs had removed the menacing dog from his

yard.

I later learned Eric Leake (RC297) was the officer who impounded the animal, and you were the second officer because you were doing a supervisory ride-along with him.

Please extend my gratitude to Eric and your team. I add my thanks to those of Mr. V.

The attitudes and behavior of field animal control officers (and supervisors) DO

make a difference to the public.

This also serves to reinforce the value ACS places on supervisory ride-alongs. In the three months since you've been a field supervisor, you conducted a ride-along with every officer on your shift. There have been several occasions when I have received kudos about your performance as well. You are definitely a role model! ♦

*ACS' Response to
Tina Singer's
"Report" is
available to the
public.
Call
602-506-2772
for a copy.*

**"Way to go ED!
Thanks for
defending us...
your answers to this
'report' sure
pumped me up;
made me feel
proud!"**

*Sandi Ball
Dispatch Supervisor*

Kudos to ACS (the rest of the story...)

I just want to share something with you. This morning I tried to walk out my front door, but I was stopped cold by a big, growling Rottweiler staring at me. After a long distance inspection, I noticed a long chain tied to its collar and the other end stuck around my wife's rose bushes. I

had to go to work, so I walked out the back door, and as soon as I got to work, (early of course) I called ACS and asked if they could help in getting the dog off my porch. I didn't want my wife and son to be stuck inside the house all day. I made the call at 8 a.m. and I was informed

someone would be over. By 8:30 two ACOs had removed the dog from my yard. Talk about fast service! I just wanted to thank all of those people from ACS, your prompt response was greatly appreciated!

Jose V.
(City of Phoenix) ♦

Milk-Bone and Fry's Cares By Barb Westermeyer

Milk-Bone and Fry's have teamed up to co-sponsor a \$5,000.00 donation to Maricopa County Animal Control Services for the enhancement of our pet adoption programs.

A special award ceremony will be held on Saturday, June 24 at the Fry's on 107th Avenue and Grand in Sun City from 10:00am until noon.

KNIX will broadcast the event live. Special guest, Supervisor Jan Brewer will accept this donation on behalf of ACS.

Representatives from Fry's, Milk-Bone, and The Monster Truck, TINY from KNIX invite you to stop by for the fun, games, prizes and giveaways at this special event. ♦



"I'm not sure what the key to success is, but I can tell you that the key to failure is trying to please everybody."

Bill Cosby

Special Thanks
To
Tom Clifford
For Managing
The Installation
Of the New
West Side
Landscaping.
It is Beautiful!

ACS Major Scratch & Sniff Recipient

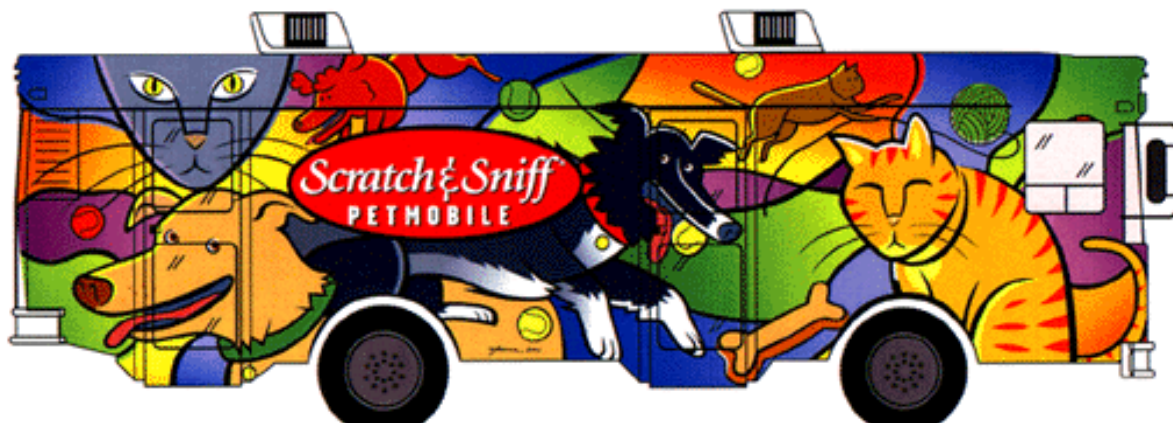
The **Scratch & Sniff Awards** are delighted to announce that Maricopa Animal Control Services are again for the second year, the **MAJOR RECIPIENT** of this fundraising event. The Scratch & Sniff Awards in partnership with **PETsMART Charities** is funding a bus/coach to further off-site adoptions for the county. Scratch & Sniff Awards Founder, **Susan Heywood**, stated, "We are very excited about the petmobile project. We feel that taking the dogs and cats to places such as churches, synagogues and other community gathering spots will increase adoptions and reduce euthanasia of pets whose only crime is being homeless.

We are especially grateful for Ed Boks' vision to promote off-site adoptions in this manner. This is not band-aid funding, this is funding that will make a difference for the 15 year life span of the coach."

You can help by supporting the Scratch & Sniff Awards, October 21st, at The Phoenician. It is a black tie affair with various community leaders poking fun at themselves, presenting and accepting tongue-in-cheek awards all to benefit the dogs

and cats of Maricopa County. Governor Jane Hull is this year's Honorary Chair. For more information call 602-604-9494.

P.S. Studios, Inc., an award-winning design firm located in Phoenix, Arizona, designed the graphics for the new Scratch & Sniff Petmobile. **Judy Smith and Peter Shikany**, creative directors at the design firm, enlisted the talents of local artist **Frank Ybarra** to illustrate the bus. The bold, fun graphics should make this Petmobile stand-out even in heavy traffic. All of the time, energy and hard work was donated by the artist and designers. ♦





Arizona Department of Health Services Warns of Rabies Threat

The State Lab, which is on call 24 hours a day, seven days a week to respond to public health crises, tests more than 2,000 animals a year for rabies, preventing many people from having to go through stressful rabies post exposure treatment. Individuals who are exposed to a rabid animal must promptly receive rabies vaccines and anti-rabies serum to stop the disease. The rabies shots are not given in the stomach, but are expensive and require five health care visits.

The five people who were exposed to the rabies virus as demonstrated by the State Lab have started vaccine treatment to prevent rabies infection from developing.

The recent attack of a child by a mountain lion near

Bartlett Lake shows how quickly the lab responds to public health threats. After the state Game and Fish Department captured the mountain lion, it was taken to the State Lab on a Sunday morning and lab personnel issued final results by 11 a.m. that day. Lab workers determined the mountain lion was not rabid, saving the child from having to undergo anti-rabies treatment.

So far this year, 21 animals --which include four foxes, six skunks, one bobcat, and 10 bats -- have been found infected with rabies, compared to 15 animals at this time last year. Seven people, five dogs and more than 50 cats have been exposed to rabies in these incidents.

While healthy animals

rarely attack people, the behavior change with rabies sometimes causes attacks. For example, rabid foxes attacked two children in Pinal County in March. This makes the work that the state lab does in testing an important link to finding out if appropriate measures are needed to prevent these attacks from turning into a deadly disease.

The rabies virus attacks the central nervous system and is always fatal once symptoms occur. It is transmitted to people or pets through bites from infected animals or exposure to the rabid animal's saliva.

Bats are not aggressive animals and generally do not intentionally attack humans, even when rabid. Rabid bats are usually found on or near the ground or are seen flying

(Continued on page 8)

ACS Staff Win Again! Knowledge & Skills Are the Prizes Earned

By Fred Hurst

"I was seldom able to see an opportunity until it ceased to be one."

Mark Twain

The Quarterly Training Report for the period of January 1 – March 31, 2000 indicates 61 ACS staff participated in 19 different OPT training classes. Six "scholars" took advantage of three or more courses.

The most sought-after classes included the Ethics Lite and Professionalism in the Workplace. The Ethics Lite was taught by two of the County's renown ethical pillars, our own Ed Boks and Mary Lee Madison of Organizational Planning

and Training (OPT). 42 ACS staff members took advantage of this Sunday morning session. Another popular course was the Professionalism in the Workplace where 7 individuals learned how to conduct themselves for success.

Unfortunately, we had 9 NO SHOWS for various classes. These absences resulted in \$90.00 being charged to ACS' already tight budget. This is especially troubling when we sign up for the no-cost classes and instead of

obtaining valuable information, we get hit with a \$10.00 no-show fee.

There is a simple remedy to cancellation charges. Staff or supervisors should cancel the enrollment by contacting OPT at (602) 506-7230 up to the day *before* the class. If this can not be done, a substitute staff member can attend for the registered employee.

This Quarter's Goal is more ACS employees actually attending training. ♦

Animal Control Directors With a New Attitude

The following information can be found at the *Maddie's Fund* webpage at www.maddiesfund.com. Three Animal Control Directors are featured:

Ed Boks, Director of Maricopa County Animal Control Services (ACS) in Phoenix, is working to generate support from every level of animal care provider in his community.

He has established positive relationships with the Arizona Veterinary Medical

Association, local dog trainers, local businesses and foundations. In fact, PETsMART Charities and a local foundation called Scratch & Sniff Awards recently joined forces to provide ACS with funds to purchase a mobile adoption van. Ed encouraged a retired surgeon, Dr. Chernov, to found People Saving Pets, a nonprofit auxiliary that helps fundraise and open doors for the ACS off-site adoption program.

But at the heart of the effort is the New Hope Program, a collaboration of 50 different rescue organizations and no-kill agencies who work with ACS to find new homes for as many as 2,000 dogs and cats per year.

Says Boks, "the collaboration with New Hope partners represents an incredible community response to a complex societal problem. It goes to show what can be accomplished when everybody works together." ♦

"We really appreciate all the efforts you guys at ACS put forth to help us and our rescue dogs!"

*Kathie Ward
Westies & Scotties
Rescue*

Adoptathon 2000 Best Ever!

By Martha Bern

ACS experienced another successful Adoptathon this year. In fact, an all time record for the number of animals adopted was achieved.

ACS does not promote quantity over quality when it comes to adoptions, but because of the wonderful coverage of the local media and the fantastic work of staff and volunteers we successfully placed 233 animals during this two day national

event.

There was some confusion concerning the number of adoptions in the 1998 Adoptathon. ACS incorrectly reported adoptions from Friday through Sunday of that year's event. However, the Adoptathon has always been a two day event. So we corrected the record; and have set new records ever since!

This year's event was also a record breaker for the number of participating volun-

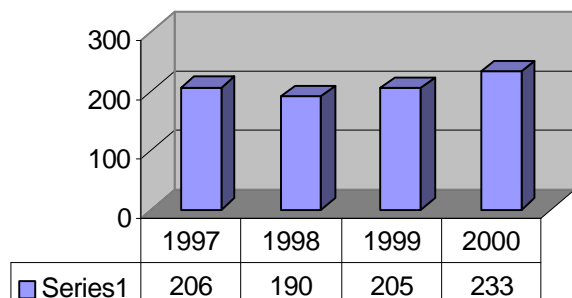
teers. We had 68 volunteers working 645 volunteers hours!

Thanks to all the staff and volunteers who participated in this year's event. And to those who worked but could not directly participate, thank you for enabling others to do so.

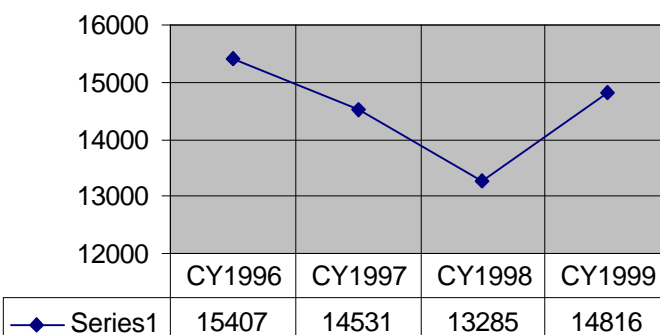
Note: Over 100 citizens responded to a recent Arizona Republic article on ACS' Foster Program wanting to volunteer. ♦

Important
**Employee
All-Hands
Meeting
Sunday
June 25th
9 – 11:00 a.m**
In
MCDOT'S
Apache Room
Come To Find Out
the Exciting Things
in Store for ACS!

Animals Adopted during May Adoptathons



Animals Adopted



**"Each one
of us
should lead a
life stirring
enough
to start a
movement."**

*Max Lucado,
in On the Anvil*

**PETS911
Phone Matrix
is Now
Bi-Lingual.
Check It Out!**



Great Idea\$ Never Die By Robert Murray

In 1990 Officer **Lonnie Paulsen** had an idea to solve the problem of non-compliance with respect to licensing dogs in Maricopa County. Lonnie put his idea on paper and submitted it to management. At that time in our department's history, we were not too progressive and Lonnie's idea was put on the shelf.

Lonnie's idea would surface now and again but still the department was not ready to put his idea into action. Lonnie patiently waited until he could find someone to listen.

This year Lonnie again submitted his idea of increasing the compliance rate of unlicensed dogs. His idea is to issue "warning" citations that allow the dog owner 30 days to license their dog(s) before the citation is forwarded to the court for prosecution.

Currently officers issue a 15-day license warning and

if not complied with, the officer or another officer has to go back to try and make contact with the dog owner all over again. This process, more times than not, can take up to three attempts before a new warning and citation are issued for failure to license. All this just to get the dog owner to comply with the dog license ordinance. Most warnings are never followed up on due to staffing shortages and workload.

With a more progressive department director and strong management team behind him, the idea was finally taken seriously.

An analysis and legal review of Lonnie's idea was conducted. After passing the legal muster, it was determined that of the estimated 1200 license warnings written each month (or 14,400 annually) only 40% result in a license without an ACO follow-up. Ap-

proximately 50% of these never become licensed.

Based on an average license fee of \$10.79, this program enhancement has the potential to increase license revenues at least \$77,688 annually!

With the implementation of this suggestion, 100% of the license warnings will result in a license sooner or later. This idea frees field staff to patrol and respond to higher priority calls. This represents a huge enhancement to public service.

The increase in revenues will also help make a dent in the \$400,000 ACS is trying to generate to pay for a long overdue market increase for staff.

So... is there something to be learned from this story? I think there is: "never give up, have faith in your ideas and let no one discourage you". ♦

ACS Assists in Rescue

Thanks to Officers **Sal Mastropolo, Rino Garcia, Dean Shinever** and another officer who's name I didn't get for helping me the past four weeks try to rescue a pooch from the construction site at Tower Plaza. Seeing this guy sitting in the little bit of shade provided by a palm tree during the afternoons was too much. The slow process of feeding and watering him finally paid off when he followed me and my two

dogs (both adopted from your Shelter) home and into the backyard. No matter how much I tried to convince my two to take on a new friend, they would not accept him.

He was real frisky around the dogs but never growled at them. Once he spent some time in our shady yard he really mellowed out.

Your officers helped as best they could and gave me

encouragement and tips that finally resulted in his rescue. I am so happy he no longer has to suffer from the weather and human elements at this construction site. Please take this contribution (\$100) and use it to help him and other animals in your shelter make a new start.

Thanks again for your help!

David C.
City of Phoenix ♦

Volunteer Perspective

By Debbie White, ACS Volunteer

I am going up to the Best Friends Animal Sanctuary for a few days but before I go I want to tell you about the grief support group I recently attended.

In the March ACS Employee Newsletter it was reported that **Martha Merriitt Tousley** was providing ACS employees grief support services, so I decided to attend a session.

Without compromising the groups privacy, there were about 15 – 18 people. All had lost their pets.

I talked about the grief I feel from the shelter. Even though I don't participate in

the euthanasia process, I have seen the aftermath and I've certainly seen too many dogs and cats with E on their plaques.

I thought this type of counseling would be good for me to attend, and it was!

All of the people were very supportive. There were a few volunteers from other shelters. I just wanted to share with folks that I went and I will probably go back.

They meet the **1st Saturday of every month from 9:00 a.m. to 10:30 a.m.** I hope that others will give it a try.

I thought I might feel out of

place because my grief isn't over a specific pet, but I felt as if I fit right in. It was also helpful because I could then call people who surrender their pets for paltry reasons the morons I think they are. I would never do this as a representative of the county but I can do it in a group like this. That was a big relief!

Meetings are held at Hospice of the Valley located at 1510 East Flower in Phoenix. The Pet Grief Support Service Hot-Line is always available with telephone support and understanding at 602-995-8558 or visit Grief Healing at www.griefhealing.com ♦

Nancy Boucher has been selected as the new Eastside Second Shift Field Lieutenant.

Robert Murray has been selected as the Field Operations Manager.

Please offer your congratulations and support to both Nancy and Robert.

ISG Apologizes for Recent License Backlog

By Peter Martin

Over the past many months ACS has made incredible progress eliminating the license backlog of 1998. In recent weeks however, ACS Licensing Division has once again developed a small backlog.

The current backlog developed through no fault of ACS staff who have time and again demonstrated incredible resolve to overcome the most daunting challenges. ACS is convinced the Licensing Team will be able to overcome this setback as they have so many setbacks over the years.

The current backlog challenge is the result of a mistake our vendor, Standard Register, ISG, made. ISG

sends out our license renewal notices for us each month.

What follows is an open letter from Chuck Deitering, Manager of Technical Support for ISG Phoenix apologizing for the hardship and embarrassment ISG created for ACS staff as well as the inconvenience they caused so many citizens throughout Maricopa County.

To the citizens of Maricopa County:

ISG understands that it is critical for Maricopa County Dog Licenses to be mailed out accurately and on time and we have procedures in place to ensure that this happens.

Unfortunately, during the

March run one of our operators did not follow procedures and did not keep the appropriate people informed.

When our operator processed the March Group 2 license file with a new program he mistakenly changed the Scheduled Ship date to the Group 1 mail date. We have reinforced our procedures training and have made personnel changes to ensure that this doesn't happen again.

ISG apologizes to Maricopa County for the problems that this late mailing caused.

*Regards,
Chuck Deitering
Manager, Technical Support - ISG PHX ♦*

"Hey, I thought all of you would want to know that the signs **People Saving Pets** bought for us are working!!!

I just received a call from a man who was driving behind one of our vehicles with the volunteer sign on it.

He saw it and decided to call and see what we needed volunteers for!

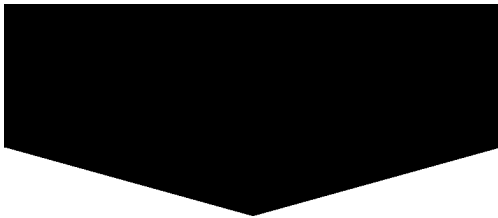
THANK YOU
People Saving Pets."
Jonni Binenfeld

Maricopa County Animal Control Services

2323 South 35th Avenue
Phoenix, AZ 85009



Animal Control
Services



*(Daring Rescue
Continued from page 4)*

erratically during the day. Since bats are migrating now, it is not unusual to see them roosting in places like carports and eaves. If you leave them alone, they usually will go away on their own. Any bat, fox, skunk, bobcat or other wild animal that is behaving strangely should be avoided. Bats are not aggressive, even when rabid. And while there is no need to worry about bats that are flying at night, dusk or dawn, people should avoid them when they are on the

ground, out during the day or appear to be sick or injured.

ADHS recommends the following precautions to protect yourself from rabies:

1. Dogs and cats should be currently vaccinated against rabies.
2. Do not leave food out for pets or wild animals.
3. Keep people and pets away from wild animals.
4. If you see an animal acting strangely, call local animal control. If it is a bat on the ground, put a box or can over it without touching it and call local animal control. ♦

Top 10 Reasons a Dog Is Better Than a Spouse

10. Loves it when you leave your clothes on the floor.

9. Anyone can get a good-looking dog.

8. Thinks you sing great.

7. Manages to look "cute and goofy" when drooling.

6. The later you are, the more excited your dog is to see you.

5. Never needs to examine the relationship.

4. Agrees that you have to raise your voice to get your point across.

3. Finds you even more interesting when you don't shower.

2. A dog's parents never visit.

..... and the #1 reason a dog is better than a spouse....

Doesn't want to know about every other dog you ever had.

Phone: 506-2772

Fax: 506-2739

Email: edboks@mail.maricopa.gov